City of San Jose
Program Manager I(8073)

DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Varies	Deputy Director, Division Manager, Administrative Officer	Exempt

CLASS SUMMARY:

Incumbents are responsible for managing a continuing operational program within a department (versus a project with a start and end date) or citywide business operations such as fiscal functions, human resource functions, procurement, and other similar functions.

DISTINGUISHING CHARACTERISTICS:

Program Manager I reports to a variety of managers, including Division Managers and Deputy Directors. Program Manager I typically has direct reports in supervisory classifications as Sr. Analyst, Financial Analyst; or professional classifications. Program Manager I is distinguished from the higher level generic Division Manager who has responsibility for three or more operational or core service functions of a department with direct impact on the community or the customer base, reporting directly to the Department Director or Deputy Director. Program Manager I does not require prior program management experience and may require technical education and experience as well as program/administrative management experience. Program Manager I is distinguished from engineering or architectural classifications in that a professional engineering or architectural degree and/or license is not required. Program Manager I is distinguished from Program Manager II in that the latter is a terminal class; no new positions will be created and existing positions will be eliminated by attrition.

Training and Experience (positions in this class typically require):
Bachelor's Degree in a related field and five years of directly related experience, including two years of supervisory experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Basic Knowledge, Skills and Abilities
(Needed at entry into the job in order to perform the essential duties.)

- Leadership and management principles;
- Theories, principles and practices common to program area;
- Related program procedures and policies;
- Basic accounting and budgeting principles and procedures;
- Training and evaluation techniques;
- Marketing and promotion strategies and trends;

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- Program evaluation methods;
- Analytical techniques and principles;
- Research and analysis methods, including cost-benefit analysis;
- Human resources practices and principles;
- Administrative policies and procedures;
- Group dynamics and diversity issues.

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Preparing and giving presentations;
- Establishing program standards;
- Conducting and facilitating meetings;
- Monitoring and evaluating staff and volunteers;
- Assessing and analyzing needs of community or program area;
- Planning, developing and evaluating major programs;
- Developing relationships with other agencies or groups;
- Developing, implementing and administering budgets;
- Preparing written reports;
- Organizing multiple tasks simultaneously;
- Using computers and related software;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.) Duties may include, but are not limited to, the following:	FRE-QUENCY
1.	Supervises program staff by hiring, selecting, training, evaluating, disciplining and making work assignments.	Daily 15%
2.	Plans, implements and manages department programs and operations ensuring efficient utilization of resources.	Daily 20%
3.	Plans and administers sizeable budgets to include expenses and revenue.	Varies 10%
4.	Performs outreach and public relations to public to provide information about programs.	Varies 10%
5.	Plans and implements goals, objectives and guidelines to establish effective program operation policies and procedures.	Varies 10%

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.) Duties may include, but are not limited to, the following:	FRE-QUENCY
6.	Collaborates and coordinates with other governmental agencies, businesses, and organizations ensuring efficient and appropriate delivery of services and programs	Varies 5%
7.	Represents program area to outside agencies and professional groups to build and maintain positive working relationships.	Varies 5%
8.	Provides conflict resolution and customer service.	Varies 5%
9.	Prepares and implements program work plans and capital improvements.	Varies 5%
10.	Negotiates and administers contracts and agreements with vendors, agencies and contractors.	Varies 5%
11.	Researches and analyzes programs to improve efficiency and effectiveness.	Varies 5%
12.	Provides advice and consultation to program supervisors, coordinators and staff demonstrating expertise in area of assignment.	Varies 5%
13.	Performs other duties of a similar nature or level.	As Required

Physical Requirements:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing, and repetitive motions.

Incumbents may be subjected to moving mechanical parts, fumes, odors, dusts, gases, chemicals, and oils.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History: Created 11/01, Rev. 4/02, 11/08, 10/10; s004

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